TITLE: **Director of Process and Performance Management**

QUALIFICATIONS:

1. Holds a bachelor's degree in business administration, management or related field
2. Master’s degree and/or business-related certification(s) preferred
3. Has at least five years of experience in business operations within public education
4. Has demonstrated competence in process and performance improvement and training
5. Has demonstrated effective interpersonal relations skills including the ability to communicate and work effectively with staff and the community
6. Is highly skilled in the use of computers, standard computer programs and public education related software

REPORTS TO: Chief Operating Officer / Deputy Superintendent

JOB GOAL: Engage in process and performance management measures to optimize resources, increase efficiency and effectiveness and provide related training to district departments and divisions.

PERFORMANCE RESPONSIBILITIES:

1. Support project teams in process quality activities by educating, coaching and mentoring others on process improvement philosophy, tools and application
2. Initiate and implement quality improvement activities as appropriate to raise the performance of the District’s processes and performance
3. Educate and train employees as to their impact in the quality management system
4. Manage system and process design through the various lifecycle stages from business need through design and delivery
5. Continuously improve District’s organizational capabilities to achieve process quality as part of project execution, including an awareness of the need to “do it right the first time.”
6. Provide highly skilled technical and management advice and assistance to department administrators and personnel
7. Proactively learn and utilize new technologies, concepts and procedures as appropriate and consistent with the District’s strategic plan
8. Respond to inquiries about projects from all departments and divisions
9. Foster communication between departments and divisions so all personnel understand the impact their processes and performance have on other departments and divisions
10. Support the Purchasing Agent in the review and assessment of vendor proposals for new software systems intended for business operations
11. Review existing processes and systems and perform root-cause analysis and other problem-solving activities to identify effective corrective actions and process improvements
12. Assist departments and divisions with the development and implementation of more efficient and effective processes and systems
13. Increase standardization of work processes
14. Assist in developing departmental plans, goals, objectives, policies and procedures
15. Identify and eliminate or mitigate major COPQ (cost of poor quality) processes
16. Report and update the status of projects and work assignments
17. Develop, implement and test all system and process implementations within departments and divisions
18. Collaborate with developers, production support, and account teams to provide technical direction on systems analysis, design, development, testing and deployment
19. Ensure timely and effective delivery of systems to implementation
20. Monitor vendor performance and establish criteria and rating system for critical vendors
21. Report to administration on quality issues, trends, ineffectiveness and inefficiency
22. Participate in internal and external quality audits
23. Establish and maintain liaison as required with the Board of Education, committees, departments and other relevant stakeholders
24. Perform other duties consistent with the position as assigned

TERMS OF EMPLOYMENT:

* Salary – “Classified Management and Supervisor Salary Schedule”
* 8 hours per day
* 40 hours per week
* 246 days per year
* 12 months
* Board approved: 10/12/2017